

Permanent Supportive Housing

Coordinating Services and Property Management

csh.org

The Source for
Housing Solutions



Our Mission

Advancing housing solutions that:



**Improve lives of
vulnerable
people**



**Maximize public
resources**

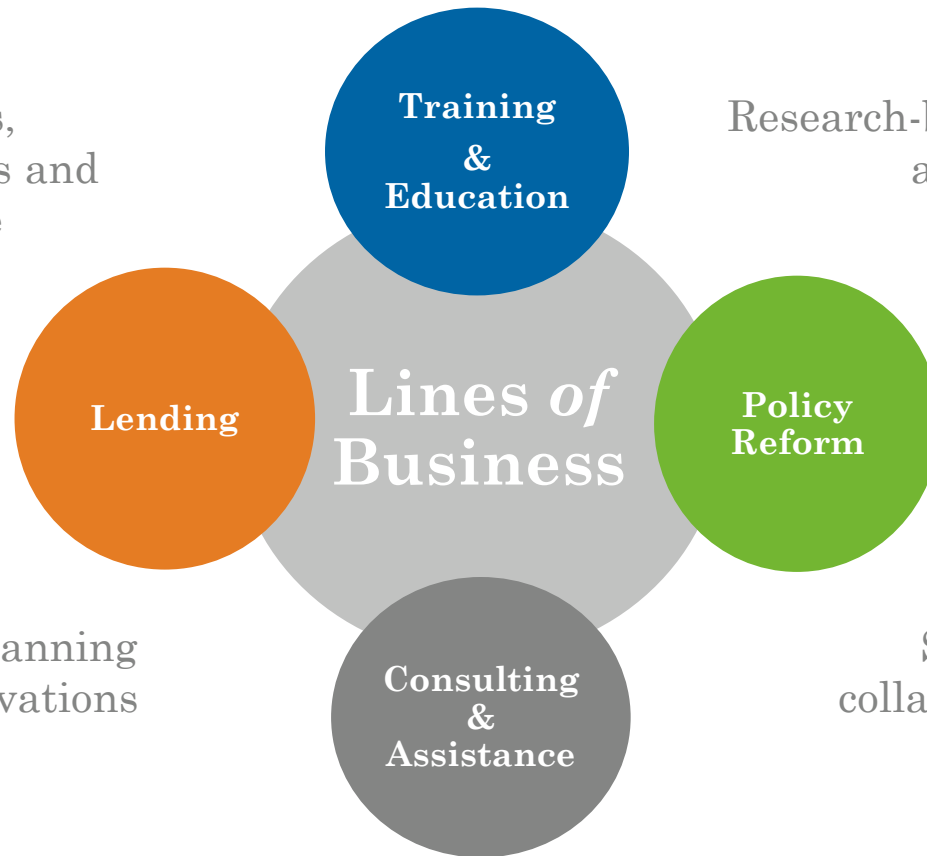


**Build strong,
healthy
communities**

What We Do

CSH is a touchstone for new ideas and best practices, a collaborative and pragmatic community partner, and an influential advocate for supportive housing.

Powerful capital funds,
specialty loan products and
development expertise



Research-backed tools, trainings
and knowledge sharing

Custom community planning
and cutting-edge innovations

Systems reform, policy
collaboration and advocacy

Defining Elements of a Supportive Housing Unit

Tenants: Homeless or at-risk of homelessness with multiple barriers to employment and housing stability

Rent <30% of monthly income

Tenant has a lease with no limits on length of tenancy

Easy, facilitated access to flexible and comprehensive services

Participation in services is not a condition of ongoing tenancy

Unit is operated through an effective partnership

Both service and property management strategies focus on fostering housing stability

Who is Supportive Housing For?

People Who:

- ✓ *BUT FOR HOUSING*, cannot access and make effective use of treatment and supportive services in the community;
and
- ✓ *BUT FOR SUPPORTIVE SERVICES*, cannot access and maintain stable housing in the community.

Coordinated Placement System

Access

- Web-Based System
- Everyone Has a Path Out of Homelessness

Assess

- Standardized Housing Triage and Assessment Tools



Assign



- Real Time Housing Availability
- Central Referral & Wait Lists

Accountability

- Sole Referral Source - Closes the Side Doors
- Responsible for Finding Appropriate Housing














Sample Referral Screen

 **Daffy Duck** ClientID: 10509
SSN: 313-13-3131
Birth Date: 3/1/1931 12:00:00 AM

 **Housing Program Eligibility and Capacity**

All programs available for enrollment are listed below. By default only programs that have eligibility criteria are displayed. The selected client is evaluated against the eligibility criteria for each program. The result for each is displayed below.

Only Display Programs with Eligibility Criteria: ☒

Facility	Eligibility Result	Additional Eligibility Details ▲	Facility Availability ▲
▲ AF - Friendly Haven (PSH for Families)			
 AFH - Friendly Haven 2222 Austin Houston,Houston 77002	 Fail		29 of 29 Unit(s) Available
▲ AF - Help House (PSH for Singles)			
 AFH - Help House 312 W. Alabama Houston,Houston 77027	 Fail		9 of 10 Bed(s) Available
▲ Salv Army (Single Male Veterans)			
 Salvation Army - HLC/RSL GPD 2407 North Main St Houston,Houston 77009	 Passed		30 of 30 Bed(s) Available
▲ SEARCH - Scattered-Site Housing (PSH for Females)			
 SEARCH - S+C Santa Maria 2505 Fannin Houston,Houston 77002	 Fail		84 of 84 Apartment(s) Available
▲ US VETS - PHDV (Unknown Rule)			
 US Vets Inc. - PHDV 4640 Main St Houston,Houston 77002	 Not enough data		54 of 54 Unit(s) Available

RESERVATION & WAIT LIST

HOUSING AVAILABILITY

Impact of Population on Service Approach

- **Service Approach**

- Beyond “Service Enriched Housing”
- Voluntary, Consumer-driven
- Focus on Engagement vs. Compliance

- **Management Practice**

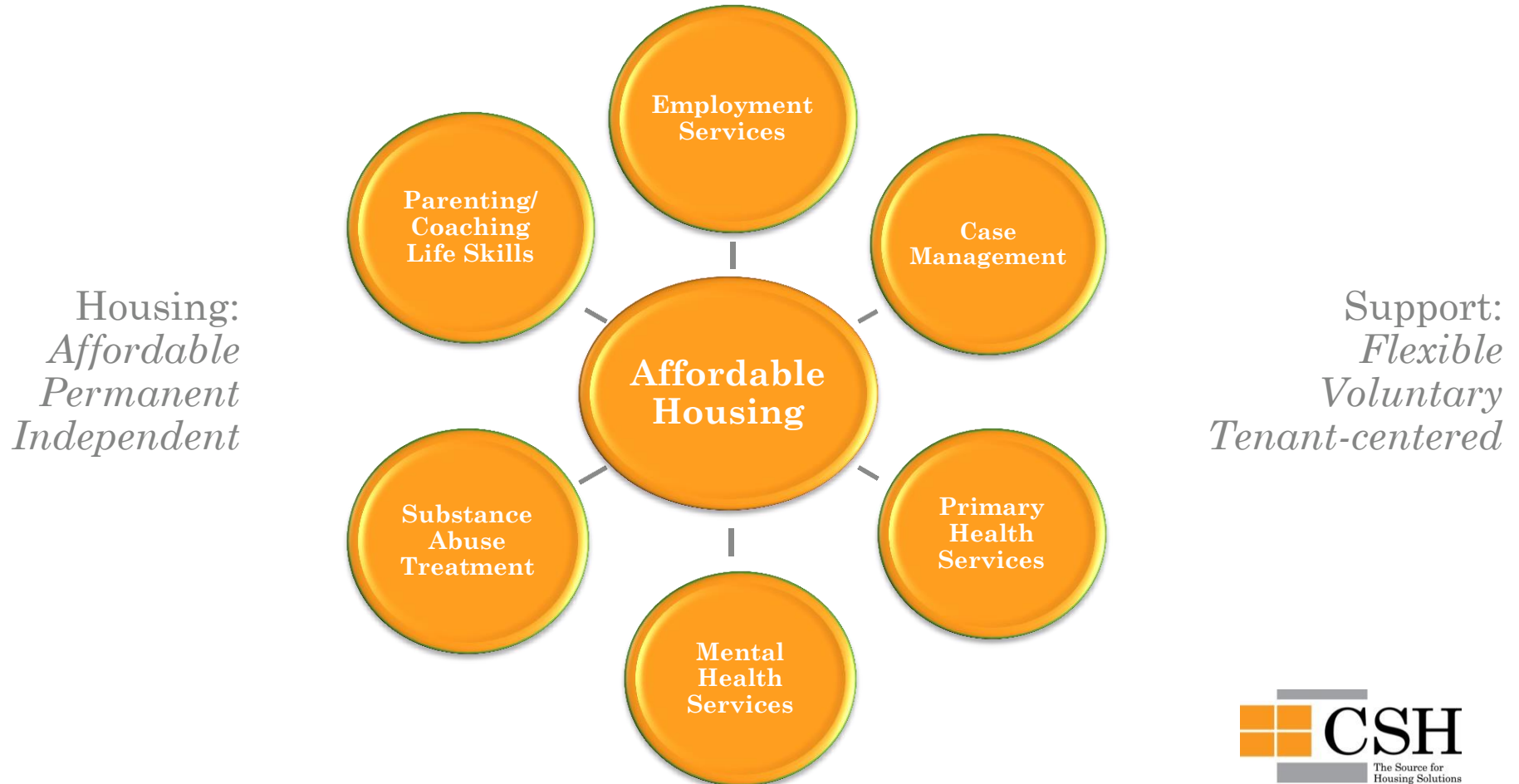
- Low Barriers to Tenancy
- Services not required: managed ‘to the lease’
- Explicit partnership with service provider

- **Staffing:**

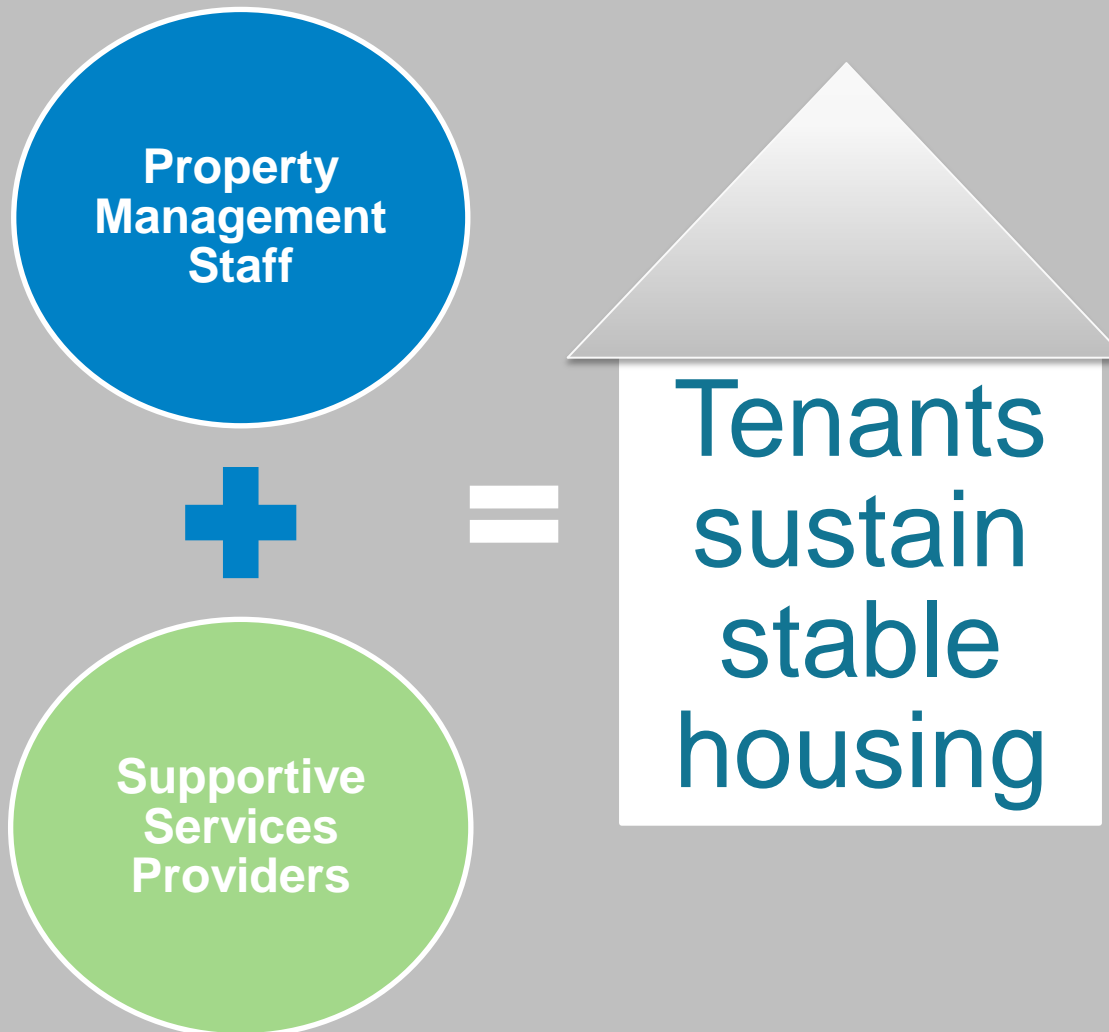
- Clear distinction between property management and service staff
- Lower staff: tenant ratios

Supportive Housing is the Solution

Supportive housing combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity.



Coordinated



Accessible

Tenants move
into housing as
quickly as
possible

Process
accommodates
their varying
backgrounds
and cultural
needs.

Appeals process
including tenant
advocacy and
Request for
Reasonable
Accommodation



Integrated



All tenants are offered a choice with regard to their housing unit and have a lease identical to those of tenants who are not in SH.

Perception of Roles

**Property
Management**
Show me the
money!

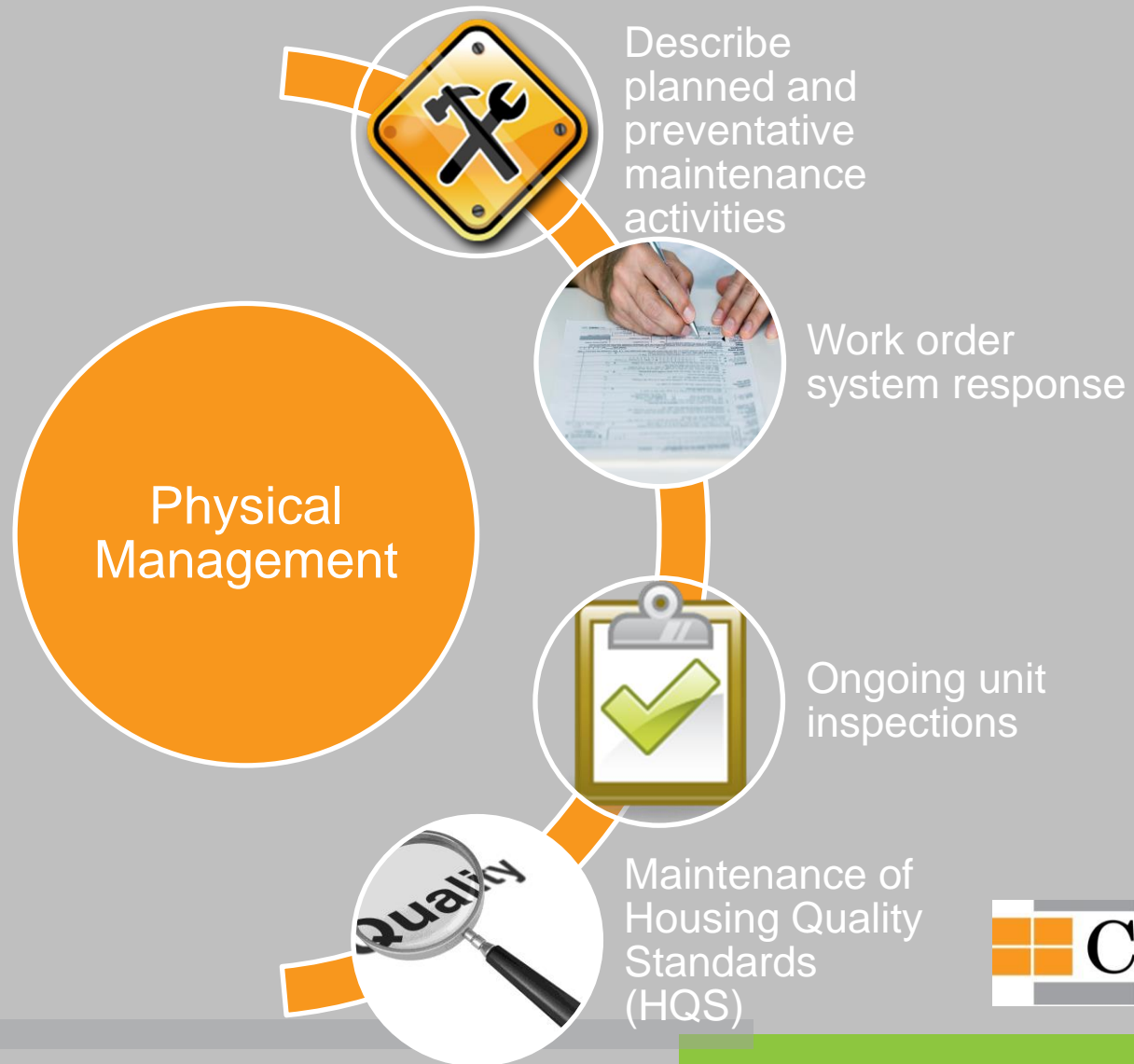
**Common
Goal:
Keeping
Tenants
Housed**

**Supportive
Services**
Let me help!

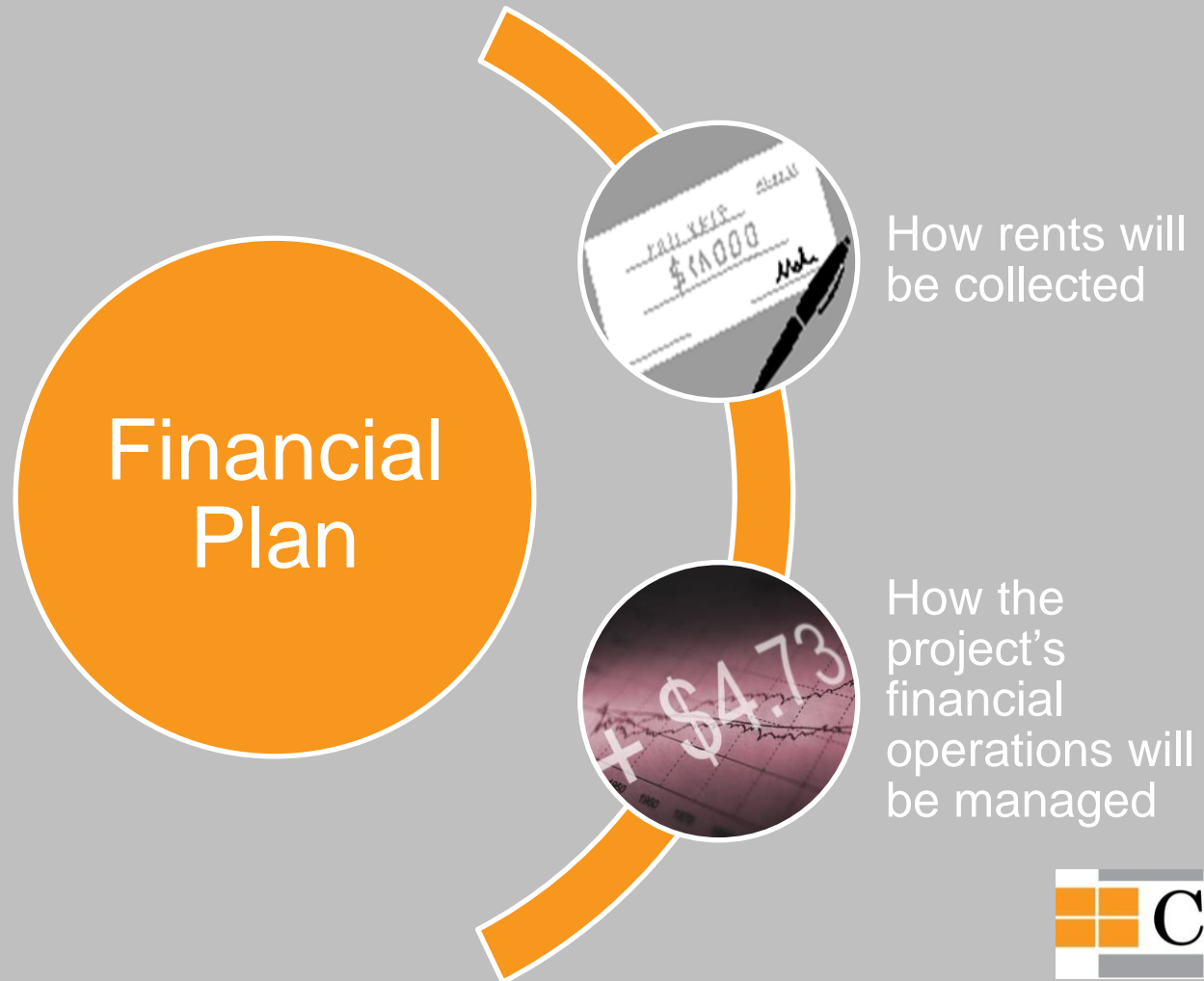
Management Plans



Management Plans



Management Plans



Eviction Prevention



Eviction Prevention

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graph LR; A[Help tenants build skills necessary to stay housed] --> B[Create Interventions that help tenants before they are at risk of eviction]; B --> A;
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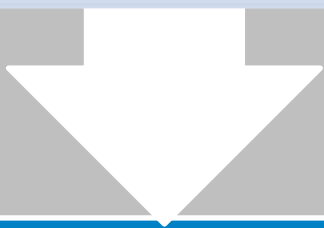
Help tenants build
skills necessary to
stay housed

Create
Interventions that
help tenants before
they are at risk of
eviction

Deborah's Place

If final decision is to evict, the legal eviction process would begin.

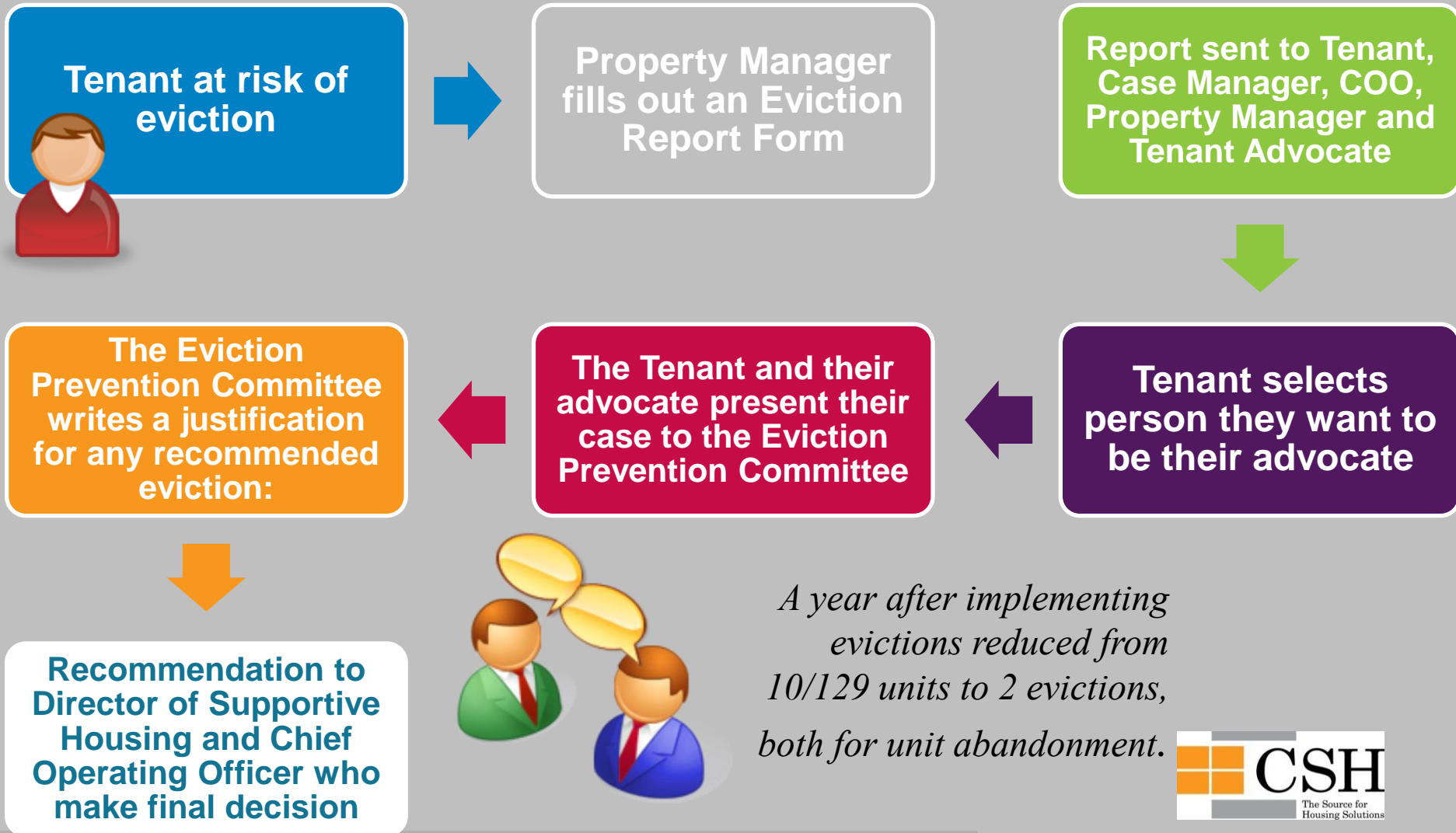
The legal process does not start prior to the resolution of the internal process



If the committee decides not to evict, there may be some requirements that the tenant will need to comply with to maintain their housing



How Eviction Prevention Works: Deborah's Place



Wrap – Up & Questions

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